SchoolMessenger®

SafeArrival: Guide for School Staff

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west ®

Contents

Sign In to SafeArrival

You must have a SchoolMessenger Communicate account to use SafeArrival. In addition, your account must have the *Use SafeArrival* permission enabled.

If you already have a login and password for SchoolMessenger Communicate, you can use them with SafeArrival **IF** your District Administrator has added permission the "Use SafeArrival" permission to your account.

If you have not already been provided with the SafeArrival website URL, a login and password, request this information from your SafeArrival District Administrator or your SchoolMessenger Communicate District Administrator.

- asp.schoolmessenger.ca/ktsd73

If you are already signed in to SchoolMessenger Communicate, you can also access SafeArrival by clicking SafeArrival under the System tab. If you do not see the link to SafeArrival, you need to have the "Use SafeArrival" permission added to your account.
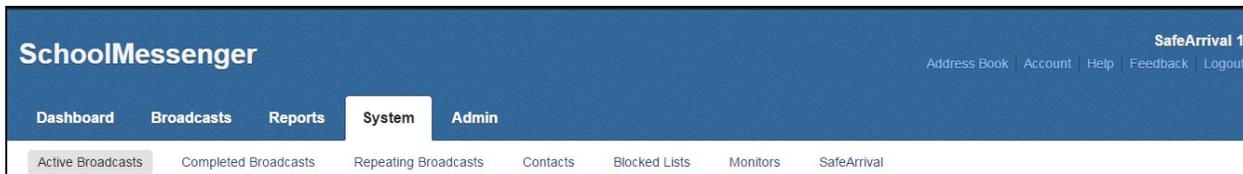
The Attendance Process

The SafeArrival process (under School Messenger) is used as soon as possible after attendance is taken to:
- send notifications to parents/guardians of unexplained absences,
- confirm parent/guardian awareness of absences AND
- collect the absence reasons

- Record classroom attendance in MyEducation BC
- Export the absences to a file and save it. (See myedbc file on how to do this)
- Sign in to SafeArrival. Go to the Home page.
- Click **IMPORT ATTENDANCE DATA**. You will be asked to browse to the file that you saved above. Select your file. <mark>Note that you can drag and drop the file as well.</mark>
- Click **SEND NOTIFICATIONS** to begin the parent/guardian notifications. (NOTE: If there are zero unexplained absences, click SEND NOTIFICATIONS anyway so that the SafeArrival report will be generated.)
- Then see the **Follow-up Steps** described below.

Follow-up Steps

1. After the notification process has ended, the SafeArrival Summary on the SafeArrival Home Page shows the results. Click any category to see the list of students. You can also click DOWNLOAD SUMMARY to download a copy of the SafeArrival Report. In addition, the SafeArrival Report will also be emailed to everyone on the **Recipients of the SafeArrival Report** list.

SafeArrival Summary Imported at 10:36 AM	
Marked absent from class	10
Explained absences	1
Unexplained absences	9
Discrepancies	3
All absences	13

2. **IMPORTANT:** See the **Unexplained absences** list on the screen or in the emailed SafeArrival report. **This is the list of students whose absence is still unexplained. You need to follow-up with parents/guardians/emergency contacts to ensure that this student is safe!**

3. Next, see the **Explained absences** list on the screen or in the emailed SafeArrival report. This section lists the absence reasons that have been provided for today's absences. Enter this information into your Student Information System as needed. In general, you should enter the absence reasons for Full Day Absences and Late Arrivals. See the **All Absences** list for Early Departures and Leave & Return absences; wait for the student's actual departure, then enter the absence reason.

   <mark>If your school allows parents/guardians to continue to report/explain absences after the notification period is over</mark> (e.g. your cut-off time is later in the day), another report will be emailed at the cutoff time. This report will contain all the absences that were reported/explained for that day, including those after the cutoff time. This report should be used the next morning to complete the transfer of absence reasons to your student information system.

The HOME Page

1. Menu

   1.1. **SchoolMessenger icon** - takes you to SchoolMessenger Communicate
   1.2. **HOME** – the main dashboard for the daily attendance process
   1.3. **REPORTS** – view and schedule attendance reports
   1.4. **ATTENDANCE** – view and edit reported and marked absences
   1.5. **SETTINGS** – view the SafeArrival settings and view/edit report recipients

2. School Selection (if your account has access to more than 1 school)

3. Your account name

4. Click **SIGN OUT** to log out of SafeArrival

5. The SafeArrival Summary – shown after Notifications have been sent. Click the name or number for each list to see the individual absences listed in the table below.

6. This is the area where the **IMPORT ATTENDANCE DATA** and **SEND NOTIFICATIONS** buttons can be found. If your district uses SIS Integration to upload attendance files and your school uses the Trigger or Schedule auto-notification options, you will not see the **IMPORT ATTENDANCE DATA** or **SEND NOTIFICATIONS** buttons. These steps will be automated.

7. The current number of unexplained absences is shown here. This is updated as parents/guardians explain absences.

8. Warning messages. Are related to the content of the absence file are shown here.
    a. If the absences were marked more than an hour ago, you will be given the option to upload a more recent file.
    b. If there are invalid student IDs in the file, they will be ignored. You can view the list of invalid student IDs and check the Student Information System.
    c. If there are students for whom notifications have already been sent for this marked absence, you will be given the options to ignore or re-send notifications for these students.)
    d. If the file is in the wrong format, you will be shown an error message. Try re-creating the file and if the problem persists, contact your SafeArrival District Administrator.

9. Depending on the category selected on the SafeArrival Summary, the list of student absences is shown here.

10. Click **LIST VIEW** or **TIMELINE VIEW** to have the absences displayed in different formats.

11. Enter text in the Search text box then click **Search** to activate the search. You can enter a Confirmation Number in the Search text box to find the absence for which that Confirmation Number was provided.

12. If you place your mouse over a column heading and an underline appears, you can click the heading to sort the list of absences based on that column. An arrow appears beside the column heading to show which column is currently being used to sort the list. An up arrow indicates the list is sorted in ascending order while a down arrow indicates the list is sorted in descending order.

The SafeArrival Report

Here is a sample of the PDF format of the SafeArrival Report. The summary numbers are shown in the top right of the first page.
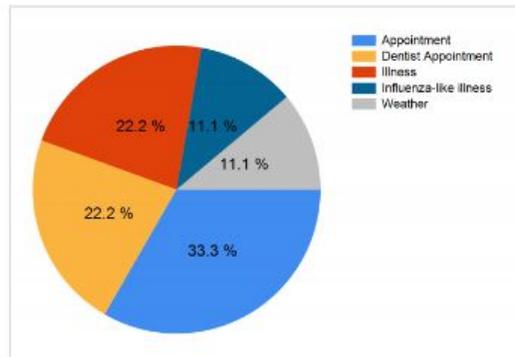
SafeArrival Report

Unexplained Absences:	6
Explained Absences:	9
Discrepancies:	0

Unexplained Absences

ID	Grade	Hm Rm	Student Name	Marked Time
2014	4	4b	Wu, Sheri	May 16, 9:25 AM
2013	1	1d	Cai, Roland	May 16, 9:25 AM
2012	1	1b	Chen, Kathey	May 16, 9:25 AM
2011	1	1d	Mo, Kelle	May 16, 9:25 AM
2010	2	2c	Wang, Jeanmarie	May 16, 9:25 AM
2015	2	2c	Xie, Violette	May 16, 9:25 AM

Explained Absences

ID	Grade	Hm Rm	Student Name	Type	Start/End	Leave	Arrival	Reason	Reported By	Reported Time	Report Via
2001	4	4d	Malt, Leia	FD	May 16			Illness	nobody	May 16, 9:12 AM	Android
2002	4	4a	Knoblauch, Leroy	FD	May 16			Illness	IVR	May 16, 10:27 AM	Call In
2003	2	2d	Doraisamy, Donnell	LA	May 16		9:30 AM	Appointment	Staff	May 16, 10:19 AM	Web
2004	1	1d	Pardaens, Kathline	FD	May 16			Weather	nobody	May 16, 9:18 AM	Android
2005	4	4b	Qaisarz, Sona	FD	May 16			Appointment	nobody	May 16, 9:13 AM	Android
2006	4	4a	Miller, Kyong	FD	May 16			Influenza-like illness	nobody	May 16, 9:12 AM	Android
2007	2	2a	Emmeline, Natalie	LA	May 16		9:30 AM	Dentist Appointment	Staff	May 16, 10:20 AM	Web
2008	grade	homeroom	Eliana, Latesha	LA	May 16		9:30 AM	Dentist Appointment	Staff	May 16, 10:19 AM	Web
2009	4	4c	Wang, Almeta	FD	May 16			Appointment	nobody	May 16, 9:13 AM	Android

Absence Types: MD - Multiple Day, FD - Full Day, LA - Late, ED - Early Departure, LR - Leave & Return

Adrienne Clarkson Elementary School

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May 16, 2017 10:29 AM

SafeArrival Report

Discrepancies - Guardian reported absent, but imported data shows present

ID	Grade	Hm Rm	Student Name	Type	Start/End	Leave	Arrival	Reason	Reported By	Reported Time	Report Via

Legend:
- Appointment
- Dentist Appointment
- Illness
- Influenza-like illness
- Weather

22.2 % — 11.1 %
11.1 %
22.2 %
33.3 %

End of Report

Absence Types: MD - Multiple Day, FD - Full Day, LA - Late, ED - Early Departure, LR - Leave & Return

Adrienne Clarkson Elementary School

The SafeArrival Report is also available as a CSV download. The CSV version of the report only contains information on EXPLAINED absences, including the absence reasons (not unexplained absences).

The REPORTS Page

1. Select the type of reports you would like displayed on this page.

   a. **Absence Reports** are SafeArrival reports that are created (and emailed to Recipients of the SafeArrival Reports) when Notifications are sent.

   b. **Manual Reports** are SafeArrival reports that you generate on an as-needed basis for a specific timeframe. When you create a Manual Report, you can click the "Send Email" checkbox if you want the report to be emailed to Recipients of the SafeArrival Report.

   c. **Scheduled Reports** are SafeArrival reports that you set up to be sent via email at a specific time every school day to Recipients of the SafeArrival Reports.

Absence Reports

This list shows the SafeArrival reports that have already been created when notifications were sent to parents.

Select a timeframe according to which reports you would like to display: Last 2 Days, This Week, This Month, This Term, or a Custom timeframe that you specify.

Click the **Date** heading to sort in chronological or reverse-chronological order.

The SafeArrival Report can be downloaded in PDF or CSV format. The CSV format of the report only contains information on EXPLAINED absences, including the absence reasons. Click the download button to download the report in the desired format.

Manual Reports

This list shows the SafeArrival reports that you generate on an as-needed basis for a specific timeframe.

Select a timeframe according to which reports you would like to display: Last 2 Days, This Week, This Month, This Term, or a Custom timeframe that you specify.

Click **Create a manual report +** to generate a report for a specific timeframe. Enter the Start and End dates for the period you would like the report to cover. If you would like the report to be emailed to the list of SafeArrival report recipients, checkmark the **Send Email** setting; otherwise, leave the box unchecked.

Click the **GENERATE TIME** heading to sort in chronological or reverse-chronological order.

Click **X** to delete a report.

The SafeArrival Report can be downloaded in PDF format OR in CSV format. The CSV format of the report only contains information on EXPLAINED absences, including the absence reasons. Click the download button to download the report in the desired format..

Scheduled Reports
The Schedule List

This list on the top half of this screen shows the times at which SafeArrival reports are scheduled to be emailed to the Recipients of the SafeArrival Reports.

If the cut-off schedule for this school is set to later in the day, a report is automatically generated at the specified time and this scheduled time cannot be edited.

Click **Create a report schedule +** to add a new item to the Schedule List. You will specify the time of day that the report will be sent and the Start Date (the date when you would like to start sending the reports daily).

Click the edit icon ![edit icon] beside an existing item in the Schedule List to edit the item.

Click **X** beside an existing item in the Schedule List to delete the item.

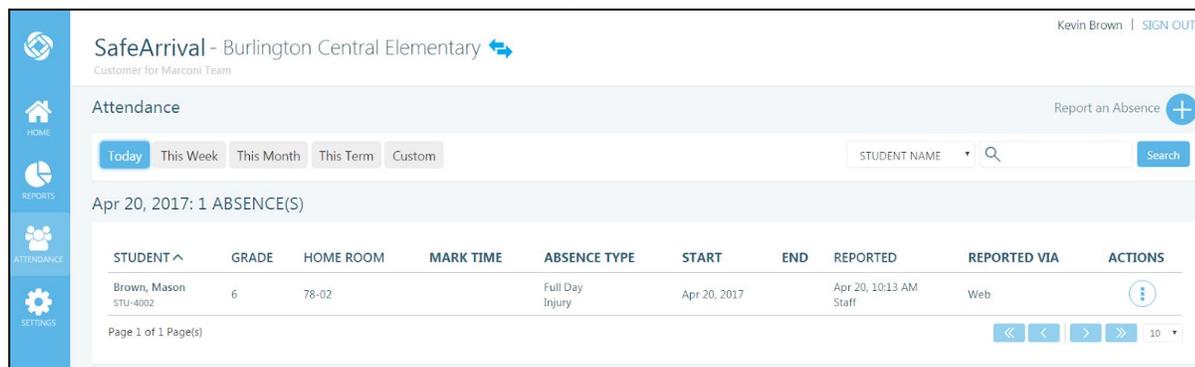A maximum of 10 scheduled report times can be created.

The SafeArrival Report can be downloaded in PDF or CSV format. The CSV format of the report only contains information on EXPLAINED absences, including the absence reasons. Click the download button to download the report in the desired format.

The Report List

This list on the bottom half of this screen shows the reports that were sent via email at a specific time every school day.

Click the download button ![download button] to download the report.

The ATTENDANCE Page

Select a timeframe according to which absences you would like to display: Today, This Week, This Month, This Term, or a Custom timeframe that you specify.

Use the Search functionality to find absences that match certain criteria. Select the criteria from the drop-down list:
- Student Name
- Confirmation Number

- Student ID
- Home Room
- Grade
- Absence Type
- Absence Reason

then enter the text or number you would like to search for. Click **Search** (or press Enter) to filter the absences in the list.

Click any of the headings to sort in forward or reverse order.

Click the **ACTIONS** menu ⓘ to see further options for this absence.

- Edit this Absence
- Delete
- Show History – this allows you to see if the absence was edited at any time after it was first created.
- Notification History - if notifications have been sent for this absence, this option will allow you to see the phone number(s), email address(es), text message phone number(s) and the results.

💡 *Note: If you Edit or Delete an absence, an email and/or text message will be sent to the guardians associated with this student.*

The SETTINGS Page

Settings are configured by your SafeArrival District Administrator. You can use these pages to review what has been set up for your school. **Please contact your SafeArrival District Administrator to discuss these settings if needed. The only setting that you can edit is the Recipients of the SafeArrival Report section.**

Absence Options

Absence Types

SafeArrival allows 5 types of absences to be reported: Full Day, Late Arrival, Early Departure, Leave & Return and Multiple Days.

The District decides which of these absence types are offered to parents. "Yes" indicates that guardians will be offered this absence type.

Absence Reasons

Your SafeArrival District Administrator decides which absence reasons will be presented for each absence type. The text and reason code are shown in this list.

Maximum Consecutive Days Absence

The maximum number of consecutive days for which guardians can report absences through the system is also decided by your SafeArrival District Administrator. If guardians try to report a single absence that exceed this limit, or they try to report multiple absences that are consecutive and that exceed this limit, they will be asked to contact the school to report the absence. This allows you to discuss the extended absence with the parent.

If Multi-Language support has been configured for your District, the SEE ALL TRANSLATIONS button will be shown. Clicking this button allows you to review the translations for the Absence Types and Absence Reasons.

Notifications

Absence Notifications

These settings are configured by your SafeArrival District Administrator.

Absence Reporting

These settings are configured by your SafeArrival District Administrator.

Recipients of the SafeArrival Report

This list shows the people and their email accounts to whom the SafeArrival reports should be sent by email. This includes the reports created when notifications are sent, manual reports and scheduled reports.

Click **Add a recipient +** to add another item to the list. You will specify the name, location and email address for

each recipient.

Click the Actions menu beside a recipient to Delete or Edit the item.

Calendar

Each school's calendar is set up by your SafeArrival District Administrator. It should show all Holidays and may show Exam Days.

- Absences are not allowed to be reported through SafeArrival on Holidays. Guardians are told that school is not in session that day.
- Absences are not allowed to be reported through SafeArrival on Exam Days. Guardians are told that they need to contact the school directly to report absences on exam days. This gives you the opportunity to discuss why the child will be absent and how the exam will be dealt with.

School Term

The school terms are set up by your SafeArrival District Administrator.

- Absences are not allowed to be reported for days outside the current school term. Guardians are told that school is not in session.

Your SafeArrival District Administrator may set the start date for the school term to include about a week before school starts, then may define those extra days as Holidays. This is so that parents can begin reporting absences before school starts for the first day of school and beyond.

e.g.

- First Day of School is Tuesday, September 5
- First Day of School Term is set to Monday, August 28
- August 28 - September 4 are set up as Holidays
- On Sunday, August 27 or before, parents will not be able to report any absence for the upcoming school term.
- On Monday, August 28 or later, parents will be able to report absences that will occur on September 5 or later.

Import Attendance Warnings

When you import your attendance file, there are several warning that may be displayed. This section contains an explanation.

Warning: The imported attendance information was created at date/time. If you have more recent data, import a new file.

This warning is shown when the marked time of absences is not within a short time. For the safety of students, the notifications should be sent as soon as possible after attendance has been taken. If you imported the wrong file, click **CANCEL** and import a more recent file.

Warning: The imported attendance information contains invalid student IDS. These will be ignored.

Click the "invalid student IDs" link. This will show you a list of student IDs that were in the attendance file, but are not in your SchoolMessenger Communicate database. You should investigate these student IDs. In the meantime, they will be ignored by the notification process, so you can go ahead and **Send Notifications**.

Warning: This file contains attendance data that is not for today. Please import attendance for today.

Click the "attendance data" link. This will should you the list of dates in the attendance file that are not for today. Re-export your attendance file from the student information system, ensuring you are exporting today's absences. Return to SafeArrival and click **CANCEL** to terminate the original import, then **IMPORT ATTENDANCE** using your new file.

Warning: There are no marked absences in the file.

If there are no marked absences in the file, you will receive this warning. In order to generate your SafeArrival report for the day, go ahead and click **SEND NOTIFICATIONS** (no notifications will be sent).

Warning: There seems to be a timezone mismatch between Student Information System and SafeArrival. Please report this issue to SafeArrival support staff. You can continue to send notifications. Note that the student's marked time will be shown as date/time.

This warning is shown when there is a significant time difference between the current time and the marked time of absences in the file. If you have timely attendance data, try exporting the attendance file and import it again.

The SchoolMessenger App

Here is an overview of the SchoolMessenger app (mobile apps and website) that parents/guardians will use.

Parents/guardians can Sign Up for the SchoolMessenger app and use the website or the mobile apps. If their email address is associated with at least one child in a school that is active for SafeArrival AND their guardian category is one that has been enabled for use with SafeArrival, they will see the ATTENDANCE menu item and their students listed.

Student Absences

- Select the ATTENDANCE menu option from the main menu.
- The ATTENDANCE screen shows student absences.
- Student absences can be viewed in Calendar view (click the Calendar icon) or in List view (click the List icon).

Report an Absence

- To report an absence, select the " REPORT AN ABSENCE **+**" icon
    - Select an entry from each of the drop-down lists, calendar or time selectors then select **Send**.

Explain an Absence

- When there are absences to be explained, they will be highlighted in red. Select the absence then explain it by selecting entries from the drop-down lists, calendar and time selectors, then select **Send**.

Edit/Delete an Absence

- Reported absences that will occur in the future can be edited or deleted. Select the absence then Edit or Delete as needed.

SchoolMessenger App - Mobile Apps

(The samples shown below are from an iPad.)
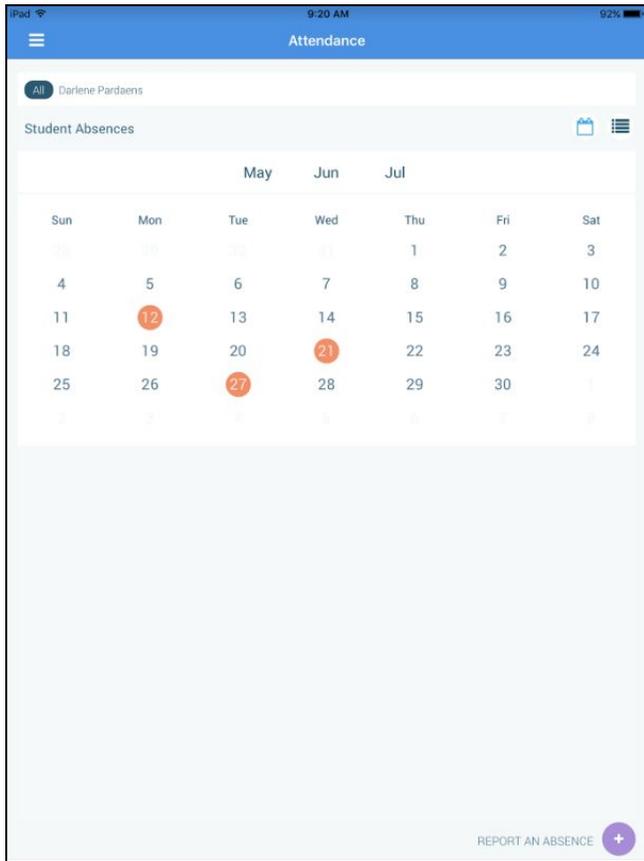
Calendar View

List View

Report an Absence

SchoolMessenger App - Website
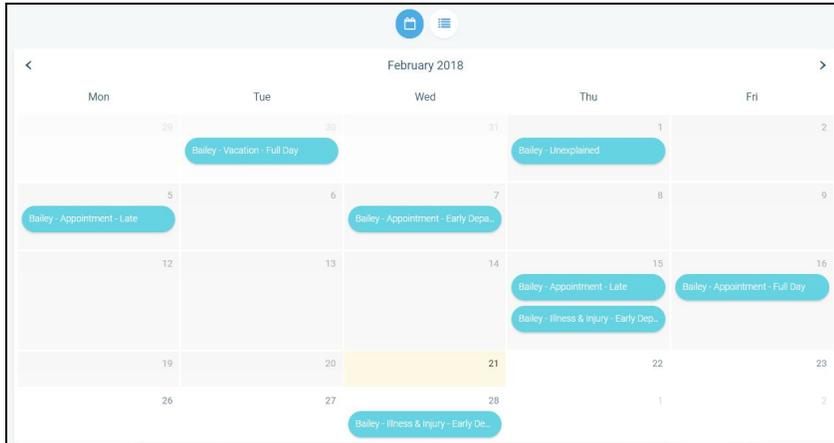
Calendar View
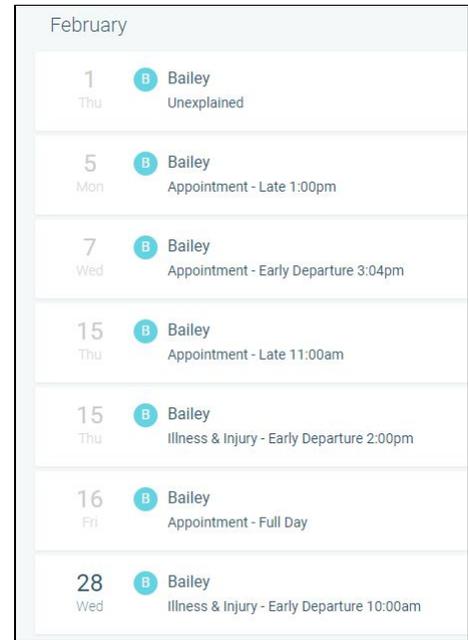
List View

Report an Absence

Supporting Parents/Guardians

Here are some questions that parents/guardians may ask, and information to help you answer their questions.

SchoolMessenger App Accounts

How do I access my SchoolMessenger app account?

- Check that the parent's email address is associated with the student in the Student Information System.
- Provide the URL go.schoolmessenger.ca (Canada)) and ask parents to use the **Sign Up** feature.
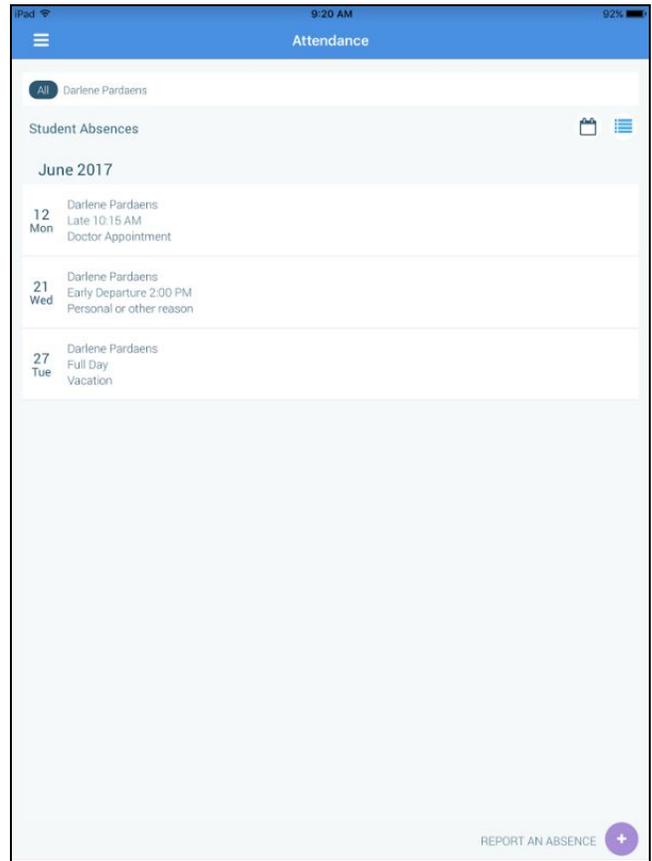- Once signed up, parents can use the **Forgot Password** link if needed.
- See the SchoolMessenger app documentation for more information.

Automated Phone System (1-844-350-2647 - same number as before)

What if I'm not calling from my home phone number?

- You will be asked to enter a phone number that is registered for your student.

What if my caller ID is not passed to the system?

- You will be asked to enter a phone number that is registered for your student.

What do I do if I get a busy signal?

- Try again in a few minutes or use the app/web. (To School Staff: This is a very rare situation since SchoolMessenger has large phone capacity. It the situation persists for more than 5 minutes, please contact SchoolMessenger support services.)

Why does it keep playing the menu options then hang up on me?

- The touch-tone sounds are not being received by the automated system. Try calling again or use the app/web if this problem persists.

Can anyone who knows my phone number report an absence using the phone system? Including my child?

- Yes, anyone who uses a phone that is registered for your student or anyone who can enter a phone number that is registered for your student can report an absence for your student. If you have not already done so, we strongly recommend that you provide your email address so that whenever an absence is reported or updated, you will receive an email confirmation notice.

My child(ren) is/are not listed. What can I do?

- To School Staff: Check that the parent's email address is associated with the student in the Student Information System. Children will not be listed if their school is not actively using SafeArrival.

What is a Confirmation Code?

- If you report an absence by calling the SafeArrival toll-free number or if you explain an absence when the SafeArrival system calls you, you will receive a confirmation near the end of the phone call. The

Confirmation Number confirms that the absence was reported/explained and can be used should you need a reference number to communicate with the school about the absence.

Reporting Absences

Why can't I see attendance options in my SchoolMessenger app account?

● To School Staff: Check the parent/guardian's email address in the SIS for the student(s). In order for the Attendance option to be shown, there must be at least one student associated with the parent's email address in a SafeArrival-active school. In addition, the guardian category to which the parent belongs must be enabled for SafeArrival access.

Why can't I see my child(ren) in my account?

● To School Staff: Check the parent/guardian's email address in the SIS for the missing student(s) as well as the guardian category (ensure it is enabled for SafeArrrival access).

Can I report absence when we are away on vacation?

● The toll-free phone line can be used from anywhere in Canada or the continental US. The website and app can be used anywhere you have Internet access.

Can absences be reported for days when school is not in session? Exam days?

● To School Staff: Parents/guardians will not be allowed to report absences on Holidays and exam days that have been configured in the SafeArrival calendar. For exam days, parents will be asked to contact the school directly.

Can extended absences be reported through the system?

● Absences longer than 10 consecutive school days must be reported directly to the school. This includes when you are adding a new absence report that, in addition to existing reported absences, would cause the maximum to be exceeded.

● To School Staff: The maximum number of consecutive days that an absence can be reported through the system is configurable by your SafeArrival District Administrator. If a parent/guardian attempts to report a longer absence, they will be asked to contact the school directly. This applies to a single absence as well as to a series of reported absences. e.g. if the maximum is set to 10 days and parents try to report 12 days of consecutive absence, they will be asked to contact the school. Also, if parents have previously reported 10 consecutive days of absence, then they try to report 2 more days immediately following the 10 consecutive days, they will be asked to contact the school.

What is the cut-off time? Why won't the system let me edit/explain/delete an absence?

● Absences for dates in the past cannot be edited, explained or deleted through the system. Parents/guardians must contact the school.

● On the day of the absence, absences can be edited, explained or deleted up to the cut-off time. Absences can always be explained during the school's notification process.

- An absence that was not reported in advance, but was marked by the school cannot be deleted by parents/guardians.

- To School Staff: The cut-off time is configured by the **District**. See the Settings page, under Notifications, to find the cut-off time for your school. If the cut-off schedule is set to "At the time the first SafeArrival notifications are completed each day", then the cut-off time will depend on when you start the notifications on a particular day and when they are finished.

Plans changed and my child went to school. How do I delete the reported absence?

- You can delete a reported absence up to the cut-off time.

- After the cut-off time, the absence cannot be deleted. If the child is at school, the reported absence is ignored. The final student attendance record is in the Student Information System.

- To School Staff: If parents insist that a reported absence be deleted, you can do this on the Attendance screen.

How do I report a half-day absence?

- If the student will be away for the morning, report a Late Arrival, with the arrival time being the start of afternoon classes.

- If the student will be away for the afternoon, report an Early Departure, with the departure time being the end of morning classes.

Absence Confirmations

I reported my child's absence but I didn't receive a confirmation notice.

- To School Staff: Check that the parent's email address is correctly associated with the student in the Student Information System.

- To School Staff: Check the parent's communication preferences to ensure they have allowed emails.

I received a confirmation notice but I didn't report an absence.

- First, check with other guardians of the student and the student (if it's possible/likely they may have reported their own absence).

- To School Staff: Check the reported absence REPORTED BY and REPORTED VIA information on the Attendance page to see who reported the absence. For privacy reasons, do not give out phone numbers or email addresses to parents/guardians.

Absence Notifications

I reported my child's absence. Why did I still get notified of the absence?

- If the reported absence did not cover the timeframe when attendance was taken, you will be notified of

the absence. For example, if you reported a Late Arrival with the expected arrival time of 9:30 and attendance was taken at 9:45, you will be notified of the absence.

- If the notifications were started before the absence report was received by the system, you may still be notified of the absence.

Why does the system keep calling me about the same absence?

- If no one submits the absence type and reason, the system will keep calling about the same absence for a pre-configured length of time.

Why is the system using this phone number/email to send notifications?

- SafeArrival uses the information provided to the school and stored in the Student Information System and any communication preferences that have been set up using the SchoolMessenger app.

Questions?

If you have any questions regarding the above, first contact your SafeArrival Team (Siobhan Lane or Brad Epp)